

## **Project Director, Portfolio Services**

**SUMMARY:** The Project Director is a key leader in the IT Portfolio Services Team, supporting the Department of Human Services (DHS). Reporting to the Executive Director of Portfolio Services, s/he develops and leads a team of Project Managers. S/he ensures that the Project Management Team meets performance targets that are aligned with the Department's strategic and operational objectives and that projects adhere to best practices. The leader in this position is accountable for project management governance, team leadership, project tracking, monitoring, demand/capacity planning and assists the Program Managers and Delivery Managers in project prioritization.

The Project Director ensures that the proper mix of technical support, procurement resources, guidelines, procedures, consultants, and software are available to support multi-discipline project teams. S/he delivers with the highest professionalism, exercises independent judgment, and decision-making, while weighing the interests of multiple stakeholders.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Directs and manages the day-to-day operations of 10 – 14 Project Managers.
- Trains and mentors new and existing Project Managers and provides feedback regarding expectations, performance, and professional development.
- Develops and implements PMO strategy and standards of operation.
- Collaborates daily with Program Managers and Delivery Managers in the prioritization of projects proposed by each of the program / business units in order to establish project management staffing levels, training and tools.
- Provides leadership and coaching to ensure team members successfully achieve the department's goals and objectives.
- Collaborates with Program Managers on Project Manager allocations, schedules and any conflicts.
- Anticipates potential project roadblocks and identifies alternatives in an independent and efficient manner.
- Communicates effectively verbally and in writing.
- Provides team leadership with various human resources management accountabilities. The key activities include but not limited to the following.
  - Hiring team members and managing team member requirements in line with project activities.
  - Setting annual performance targets for Project Managers and conducting performance reviews.
  - Providing on-going motivation, coaching, guidance, feedback, and mentoring support to the team.
  - Managing the workload of Project Managers and removing obstacles to their success.
  - Coordinating and conducting post-implementation reviews of projects with Project Managers.
- Uses the State's Project/Portfolio Management tool to:
  - Track project phase completion against milestones.
  - Assist the Project Managers in mitigating risks, issues, and change resolution processes.
  - Work with team members and leaders to take corrective actions as necessary.

### **EDUCATION / EXPERIENCE:**

A bachelor's degree from an accredited college or university in Computer Science, Business, Finance, Statistics, Technology, or other related fields, with a minimum of six (6) years of experience as a Senior Project or Program/Portfolio Manager. An equivalent combination of education and/or experience may be acceptable.

### **SKILLS:**

This position requires:

- Dedication and commitment to customer service focused delivery of solutions;
- Demonstrated evidence of experience with success as a Senior Project/Program/Portfolio Manager with a proven track record of delivery;
- Ability to improve project management practices by implementing new techniques and tools;
- Substantial team leadership experience with a focus on team development;
- Technical integrity earned through demonstrated success in implementation of large, complex projects or programs;
- Experience juggling multiple goals, changing priorities and deadlines;
- Ability to build a strong network and relationships at all levels of the organization;
- Demonstrated flexibility, resilience, and resourcefulness;
- Ability to manage up, down and across;

- Ability to identify current or future problems or opportunities, then analyze, synthesize, and compare information to understand issues and cause/effect relationships

**All interested candidates should submit a cover letter and resume to:**

Martha S. Jones

IT Division

TN Department of Human Services

400 Deaderick Street, 4<sup>th</sup> Floor

Nashville, TN 37243

[Martha.S.Jones@tn.gov](mailto:Martha.S.Jones@tn.gov)

<http://agency.governmentjobs.com/tennessee/default.cfm?action=viewclassspec&ClassSpecID=941269&Agency=1256&ViewOnly=Yes>

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